Library Consultation on Savings Proposals for 2016/17

INTRODUCTION

Thank you to everyone who took part in our consultation. The responses have been carefully considered and balanced with the usage records kept by the service. The changes that will be made seek to mitigate any adverse impact on customers and deliver financial savings for the Council. The library service can be accessed in many ways, including online information, eBooks and resources that are available 24/7 and can be found at:

http://www.cambridgeshire.gov.uk/library

1. BACKGROUND

1.1 Since 2012, the Library Service has saved £2.5m. These savings have been made from back office support, management costs, a more self-service approach, some service reductions and other efficiencies across the service.

1.2 However, as part of wider Cambridgeshire County Council savings proposals of around £48m in 2016/17, the Library Service has to make further savings of £0.5m.

1.3 The public were consulted on two savings proposals. Firstly a proposal to reduce opening hours at the seven largest libraries in the county – Cambridge Central; Ely; Huntingdon; March; St Ives; St Neots and Wisbech and secondly a proposed reduction of £200,000 from the spend on new library stock.

For each proposal we sought to:

- Continue to enable the four key themes of our long term strategy – Building community resilience; Enabling more than delivering; Maximising the use of our asset and Support the “Digital First” agenda
- Minimise the adverse impact on library customers
- Maintain the ability for partners to deliver services from our larger libraries
- Maximise the opportunity to generate income

1.4 A number of people took the time to write individual comments and letters and these have also been taken into consideration.

2. METHODOLOGY

2.1 The survey ran for a five week period commencing Friday 8th January and finished on Monday 15th February 2016.

An online survey form was created and added to the Council’s web site. Library staff printed out paper versions of the survey for those people who preferred to complete it by hand.

2.2 The consultation was promoted in a number of ways including:
- On the Council’s web site and via all the Council’s social media channels;
- A press release;
• Inclusion in the monthly library e-Newsletter that has over 60,000 subscribers
• Poster displayed in all libraries and mobile libraries
• Library at Home Service volunteers visiting housebound library users

2.3 By the close of the consultation period, 1205 responses had been received of which 1165 had been completed online and 40 by hand.

2.4 The table below summarises the age distribution of respondents

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Response Percent</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Under 16</td>
<td>0.41%</td>
<td>5</td>
</tr>
<tr>
<td>2 16 - 24</td>
<td>1.58%</td>
<td>19</td>
</tr>
<tr>
<td>3 25 - 34</td>
<td>10.54%</td>
<td>127</td>
</tr>
<tr>
<td>4 35 - 44</td>
<td>20.66%</td>
<td>249</td>
</tr>
<tr>
<td>5 45 - 54</td>
<td>18.59%</td>
<td>224</td>
</tr>
<tr>
<td>6 55 - 64</td>
<td>20.91%</td>
<td>252</td>
</tr>
<tr>
<td>7 65 - 74</td>
<td>21.16%</td>
<td>255</td>
</tr>
<tr>
<td>8 75 or over</td>
<td>5.15%</td>
<td>62</td>
</tr>
<tr>
<td>9 Prefer not to say</td>
<td>1.00%</td>
<td>12</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>1205</strong></td>
</tr>
</tbody>
</table>

66.31% of respondents were female, 32.37% male, 0.17% other and 1.16% preferred not to say.

96.27% of respondents currently use library services.

2.6 Those completing the survey online were asked to provide their postcode.
The map below indicates the number of responses received by ward.
56 postcodes were not included as they were either incomplete or invalid and 49 were excluded as they were non-Cambridgeshire postcodes.

3. RESPONSE TO THE PROPOSALS

Below is a summary of the responses to each of the proposals in the consultation, together with a sample of the comments received. A full transcription of all comments received will be added to the Council’s web site by the end of March.


Respondents could choose which questions they answered which is why the number of recorded responses varies from question to question.

3.1 Response to library opening hours proposals

Q1: We are proposing to make changes to opening hours at the following libraries. Please select which libraries you would like to comment on. We are not proposing to make changes to opening hours of any other libraries at this stage:

Respondents were asked to choose which library’s opening hours they would like to comment on. They could choose as many of the seven libraries as they wished. The table below summarises the number of responses for each library.

<table>
<thead>
<tr>
<th>Library</th>
<th>Response Percent</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Library</td>
<td>57.61%</td>
<td>636</td>
</tr>
<tr>
<td>Ely Library</td>
<td>11.78%</td>
<td>130</td>
</tr>
<tr>
<td>Huntingdon Library</td>
<td>19.02%</td>
<td>210</td>
</tr>
<tr>
<td>March Library</td>
<td>5.71%</td>
<td>63</td>
</tr>
<tr>
<td>St Ives Library</td>
<td>14.22%</td>
<td>157</td>
</tr>
<tr>
<td>St Neots Library</td>
<td>10.42%</td>
<td>115</td>
</tr>
<tr>
<td>Wisbech Library</td>
<td>3.35%</td>
<td>37</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>1104</strong></td>
</tr>
</tbody>
</table>
Q2: Cambridge Central Library opening hours

Our proposal was to reduce the opening hours of Cambridge Central Library by 2.5 hours from 58 hours per week to 55.5 hours per week by opening half an hour later each weekday morning at 09.30am rather than 09.00am.

The table below summarises how far respondents agreed with the proposal

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Strongly Agree</td>
<td>26.83%</td>
<td>169</td>
</tr>
<tr>
<td>2 Agree</td>
<td>48.57%</td>
<td>306</td>
</tr>
<tr>
<td>3 Neither Disagree/Agree</td>
<td>14.29%</td>
<td>90</td>
</tr>
<tr>
<td>4 Disagree</td>
<td>6.67%</td>
<td>42</td>
</tr>
<tr>
<td>5 Strongly Disagree</td>
<td>3.65%</td>
<td>23</td>
</tr>
<tr>
<td>Total</td>
<td>630</td>
<td></td>
</tr>
</tbody>
</table>

There was strong support with 75.40% of respondents either “Strongly Agreeing” or “Agreeing” with our proposal.

Q3: If you disagree, would you prefer for Central Library to instead close 30 minutes earlier, Monday to Friday?

There was very little support for this proposal at the table below indicates

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Yes</td>
<td>7.12%</td>
<td>21</td>
</tr>
<tr>
<td>2 No</td>
<td>92.88%</td>
<td>274</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>295</td>
</tr>
</tbody>
</table>

Those that disagreed with the proposal were invited to comment and make alternative suggestions. Below is a summary of the range of comments and alternative suggestions received

There was not much support for closing earlier during the week

- “I think that it is better to open later than close earlier”
- “It is important that hours are also adapted to working people, hence strongly oppose earlier evening closing, even if numbers in the evening are not so high. Otherwise you risk excluding them from library use”
- “I think opening later is definitely preferable to closing earlier, as it means that people can still get there after work/school etc., whereas the difference between 9am and 9.30am is unlikely to affect many people.”
• “If it's to be shortened by 30 minutes it's better later opening than earlier closing because of its location in a shopping complex.”
• “I sometimes come into the library to return books after work so closing any earlier would be difficult. Opening a bit later would have no impact on me and other people in my position”
• “Please do not reduce the weekday closing times, as those of us with full time jobs will struggle to get there”

There were a number of comments suggesting the library should close on a Sunday

• “Remove Sunday opening altogether”
• “I would prefer the library to be closed all day on Sunday rather than reduce the opening hours on the other days”
• “Sunday closing would be an alternative option, saving 4 hours/week”
• “Does the library really have to open on Sundays?”

There was some support for closing earlier on a Saturday

• “Is the library used much after 5pm on a Saturday? That's the next change I would make”.
• “Open later and close earlier on Saturdays”
• “Perhaps the hour could be provided by closing at 5.00pm on Saturday?”
• “Perhaps Saturdays could be cut to: 10.00am to 4.00pm”
• “Close completely on Sundays and reduce Saturdays to 5pm”

Q4: Ely Library opening hours

Our proposal was to reduce the opening hours of Ely Library by 4 hours per week, from 46 hours to 42 hours per week by not opening on a Sunday.

Changes to Sunday opening was proposed as our analysis indicated that 0.38% of customers only used the library on a Sunday to borrow something and 1.65% of customers only used the library on a Sunday to use a library computer and by retaining hours throughout the rest of the week there was a wider benefit for partners and other groups using the library.

The table below summarises how far respondents agreed with the proposal

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Strongly Agree</td>
<td>22.05%</td>
<td>28</td>
</tr>
<tr>
<td>2 Agree</td>
<td>32.28%</td>
<td>41</td>
</tr>
<tr>
<td>3 Neither Disagree/Agree</td>
<td>10.24%</td>
<td>13</td>
</tr>
<tr>
<td>4 Disagree</td>
<td>16.54%</td>
<td>21</td>
</tr>
<tr>
<td>5 Strongly Disagree</td>
<td>18.90%</td>
<td>24</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>127</td>
</tr>
</tbody>
</table>
The majority (54.33%) of respondents either “Strongly Agreed” or “Agreed” with our proposal but a significant minority (35.44%) either “Strongly Disagreed” or “Disagreed” with the proposal.

Those that disagreed with the proposal were asked to suggest an alternative weekday morning or afternoon slot when Ely Library should close.

The chart below summarises the responses received.

![Bar Chart](chart.png)

Number of responses = 40

Monday morning received the most responses followed by Thursday afternoon.

Those that disagreed with the proposal were invited to comment and make alternative suggestions. Below is a summary of the range of comments and alternative suggestions received.

43 comments were received

The main argument in favour of staying open on a Sunday was that it gave those people who work during the week more opportunities to visit the library at the weekend.

- “Many people work during the week, and closing the library on a Sunday is a backward step, and also puts pressure on the library on Saturdays”
- “Sunday afternoon at the library is great family time”
- “Public services in Ely on a Sunday are already dire - but surely with the new market days from April more people are expected in the centre? It seems short-sighted to cut Sunday services until the impact of the new market days is known”
- “Many people work during the week, and closing the library on a Sunday is a backward step, and also puts pressure on the library on Saturdays”
- “Stay open on Sundays, not everyone can get to the library in the week”
• "I work Monday-Saturday. Sunday is the day when it is easiest for me to use Ely library. Any changes to opening hours should take account of the impact upon the full-time employed"
• "a significant proportion of the population of Ely work Mon-Fri in Cambridge or further afield and, as the library late opening on a Thursday has been cut back, can only get to the library at the weekend. Therefore the Sunday opening is very valued"

Comments about closing on a Monday

• "Most people are off work on a Sunday - closing all day on a Monday (when already closed half day) may be a better option."
• "I would prefer to have the library close one day in the week and remain open on a Sunday. So close Monday entirely and open at least part of Sunday."
• "Why not close Sundays AND Mondays and give your staff a more usable weekend off? People will soon get used to when the library is open."
• "I understand the opening hours need to be reduced to save money so my suggestion was to go back to closing the library on a Monday"

Comments about closing on a Thursday or closing earlier on a Thursday

• "I think that the library should open on Monday afternoon until 5:00pm. I also think that it should close at 5:00pm on Thursday evening and not stay open until 7:00"
• "Apart from Waitrose other shops are closed in Ely at 5:30pm on Thursdays and I don't think it warrants staying open the extra two hours. These would be far better worked into a Monday afternoon."

Q5: Huntingdon Library opening hours

Our proposal was to reduce the opening hours of Huntingdon Library by 4 hours per week, from 46 hours to 42 hours per week by not opening on a Sunday.

Changes to Sunday opening was proposed as our analysis indicated that 0.38% of customers only used the library on a Sunday to borrow something and 1.73% of customers only used the library on a Sunday to use a library computer and by retaining hours throughout the rest of the week there was a wider benefit for partners and other groups using the library.

The table below summarises how far respondents agreed with the proposal

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Strongly Agree</td>
<td>25.62%</td>
<td>52</td>
</tr>
<tr>
<td>2 Agree</td>
<td>34.98%</td>
<td>71</td>
</tr>
<tr>
<td>3 Neither Disagree/Agree</td>
<td>6.40%</td>
<td>13</td>
</tr>
<tr>
<td>4 Disagree</td>
<td>23.15%</td>
<td>47</td>
</tr>
<tr>
<td>5 Strongly Disagree</td>
<td>9.85%</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td>203</td>
<td></td>
</tr>
</tbody>
</table>
The majority (60.6%) of respondents either “Strongly Agreed” or “Agreed” with our proposal but a significant minority (33%) either “Strongly Disagreed” or “Disagreed” with the proposal.

Those that disagreed with the proposal were asked to suggest an alternative weekday morning or afternoon slot when Huntingdon Library should close.

The chart below summarises the responses received:

![Chart](image)

Number of responses = 66

Monday morning received the most responses followed by Wednesday afternoon.

Those that disagreed with the proposal were invited to comment and make alternative suggestions. Below is a summary of the range of comments and alternative suggestions received.

89 comments were received.

The main argument in favour of staying open on a Sunday was that it gave those people who work during the week more opportunities to visit the library at the weekend.

- “I can only visit the library at weekends, and most commonly do so on Sundays as I work Saturday mornings.”
- “The Sunday opening time enables those who work full time and far from Huntingdon to visit the library at the weekend.”
- “Sunday closing would reduce access to the library for working people, who are actually the ones funding the service.”
- I work full time in Cambridge and some Saturday's so can only get to library at the weekend.
- “As I work in London on weekdays and have other commitments on Saturdays, “Sunday is normally the only time I can visit the library”
“Since there are people who only use the library on a Sunday it seems wrong to remove this possibility”

“I feel it is important to open the library during the weekend as school children can access it then. It was good to have the option of Sundays, as Saturday can be busy which is sometimes offputting”

There were no specific comments suggesting why the library should close on a Monday morning or a Wednesday afternoon.

There were a number of suggestions that the library should close earlier on a Wednesday which is currently late evening opening

- “Prefer closing earlier on a Wednesday and at 4.30 each week day”
- “Open at 10 every day. Close at 5 on a Wednesday”
- “There’s not much of a reason it should need to be open so late on a Wednesday, it’s always almost empty”
- “Reduce opening times on Wednesday to 1330 and open Sunday morning”
- “Close earlier on Wednesdays and open on Thursday afternoons”

Q6: St Ives Library opening hours

Our proposal was to reduce the opening hours of St Ives Library by 4 hours per week, from 46 hours to 42 hours per week by not opening on a Sunday.

Changes to Sunday opening was proposed as our analysis indicated that 0.43% of customers only used the library on a Sunday to borrow something and 1.39% of customers only used the library on a Sunday to use a library computer and by retaining hours throughout the rest of the week there was a wider benefit for partners and other groups using the library.

The table below summarises how far respondents agreed with the proposal

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Strongly Agree</td>
<td>16.03%</td>
<td>25</td>
</tr>
<tr>
<td>2 Agree</td>
<td>37.82%</td>
<td>59</td>
</tr>
<tr>
<td>3 Neither Disagree/Agree</td>
<td>8.33%</td>
<td>13</td>
</tr>
<tr>
<td>4 Disagree</td>
<td>21.79%</td>
<td>34</td>
</tr>
<tr>
<td>5 Strongly Disagree</td>
<td>16.03%</td>
<td>25</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>156</td>
</tr>
</tbody>
</table>

The majority (53.85) of respondents either “Strongly Agreed” or “Agreed” with our proposal but a significant minority (37.82%) either “Strongly Disagreed” or “Disagreed” with the proposal.

Those that disagreed with the proposal were asked to suggest an alternative weekday morning or afternoon slot when St Ives Library should close.
The chart below summarises the responses received

![Bar chart showing responses by day of the week](image)

Number of responses = 52

Thursday morning received the most responses followed by Friday afternoon

Those that disagreed with the proposal were invited to comment and make alternative suggestions. Below is a summary of the range of comments and alternative suggestions received

Number of comments = 59

The main argument in favour of staying open on a Sunday was that it gave those people who work during the week more opportunities to visit the library during the weekend.

- “I use the library most on Sundays. I work during the week and on Saturday mornings”.
- For working people, late night Friday, Saturday and Sunday opening times are critical. - For people who live in St. Ives but work elsewhere, 9:30-5 opening times in the week are not useful”
- “Sunday can be a very busy day in town especially in the summer with visitors whereas mid-week afternoons are very quiet.”
- “I think it would be a real shame to not allow families access to the library at the weekends i.e. Sunday. For many families this is the only spare time they have. Instead I would prefer to see a second half day introduced and remove late night opening.”
- “I work away during the week and being able to use the library on a Sunday is a real benefit and I would be disappointed if it was not open a Sunday”

Comments about closing on a Thursday morning
• “I would suspect that Sunday has the potential to be busier with shopping at Waitrose being far busier on a Sunday than Thursday morning.”
• “Thursday am is a school day and also a relatively quiet day in St Ives”

Comments about closing earlier on Friday which is also late evening opening

• “I have never visited on Friday evening but wonder how well used these late hours are? PLEASE don’t close on Sundays!!”
• “Hours could be cut to 5 p.m. on Fridays instead of (or even in addition to) the proposed closure on Sundays, with little tangible adverse effect.”
• “Personally I wouldn’t use the late opening on a Friday”

Q7 March Library Opening Hours

We didn’t make a proposal for March Library but rather invited respondents to suggest a weekday morning or afternoon slot when the library should close.

The chart below summarises the responses received

<table>
<thead>
<tr>
<th>Day</th>
<th>AM</th>
<th>PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>20</td>
<td>15</td>
</tr>
<tr>
<td>Tuesday</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>Thursday</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Friday</td>
<td>7</td>
<td>13</td>
</tr>
<tr>
<td>Saturday</td>
<td>5</td>
<td>10</td>
</tr>
</tbody>
</table>

Number of responses = 57

Monday morning received the most responses although there were no specific comments as to why

17 comments were received and these can be grouped together under a number of themes

1. Retain a late evening opening

• “PLEASE KEEP LATE NIGHTS AS PEOPLE WHO WORK STRUGGLE”
• “I do feel it is a good idea to keep the later opening hours one evening per week for those who cannot get there In the daytime. Perhaps opening later on the Thursday would be an option”
“Try to save late night opening by closing the library on a Thurs or Tues am. People who work out of town might need access to Internet, scanning, fax, p/copy facilities”

2. Open later

“Open the library half an hour later on four of the mornings, = 2hours gained - Close the library half an hour earlier on four of the afternoons, = 2hours gained”

“Why can’t the 4 hours be taken from the each - opening later, every day at 10 am instead of 9.30 , the remaining hour of the time could be taken from Thursday, a 6pm finish instead of 7pm.”

“It could open an hour later on four weekdays, not Wednesday which is Market day”

3. Close earlier

“Rather than cut out a large part of any one day, it would be better to bring forward closing time on all days. People use the library for a lot of different reasons and cutting out all the hours on one session could cause difficulties.”

Q8 St Neots Library Opening Hours

We didn’t make a proposal for St Neots Library but rather invited respondents to suggest a weekday morning or afternoon slot when the library should close.

The chart below summarises the responses received

<table>
<thead>
<tr>
<th>When would you least want to use St Neots Library in future (please select one option)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Tuesday</td>
</tr>
<tr>
<td>Wednesday</td>
</tr>
<tr>
<td>Thursday</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>Saturday</td>
</tr>
</tbody>
</table>

Number of responses = 101

Monday morning received the most responses although there were no specific comments as to why

40 comments were received and these can be grouped under a number of themes

1. Retain a late evening opening
• “Definitely worth keeping the late evening and Saturday opening for working users and children”
• “People working full-time hours can only really access St Neots library on a Wednesday evening or a Saturday. I would like to see consideration given to closing the library a couple of mornings per week, to enable longer opening hours on a Saturday or another evening in the week”
• “Don’t touch Saturday or Late opening Wednesday, as it is the only time lots of people will be able to reach the library, altering these times would shoot yourselves in the feet!!”

2. Earlier closing

• “Reduce late night opening”
• “Seriously it is empty on a Wednesday evening. You get maybe one or two customers the whole evening and the Staff are always exhausted.”
• “I do not think the Library needs to be open until 7pm. I would prefer an earlier opening time.”
• “Would not object to the 7pm Wednesday closing time being earlier, but would not like opening times to be otherwise shortened”
• “Close at noon or 1.00 pm on Wednesday, and/or open at 10.00 every morning”
• “I would suggest 4 hr saving is best achieved by closing at 4pm Mon/Tue/Thu/Fri”
• “My preference would be to shorten opening hours on Mon, Tues, Thurs & Fri to 4.30 closing. I would NOT wasn't the library to open any later”

3. Later Opening

• Maybe generally be open 10am-4pm. - have late opening on one or two days
• I think it would be better to open in the afternoon as the majority of people work or are at school
• Additional evening opening with a reduction in daytime hours for the benefit of people at work.
• Close at noon or 1.00 pm on Wednesday, and/or open at 10.00 every morning

Q9 Wisbech Library Opening Hours

We didn’t make a proposal for Wisbech Library but rather invited respondents to suggest a weekday morning or afternoon slot when the library should close.
The chart below summarises the responses received

Number of responses = 32

Monday morning received the most responses although there were no specific comments in support of a Monday morning closure. Generally there was more support for afternoon rather than morning closing.

16 comments were received and these can be grouped under a couple of themes

1. Earlier closing

- “Tuesday late nights the staff normally outnumber the customers and the same on Saturday afternoons”
- “The library is often quietest on Tuesday Evenings and Saturday afternoons”
- “Take the late night away and close at 2 on Saturdays”
- “It would be an advantage to open at 9am and close earlier in the afternoon”

2. Later opening

- “If possible change the opening time each day to 10.00 and 10.30 on Saturday and one other day”
- “Maybe to assist in the planned reduction to opening hours, to 42, could open at 10.00 instead of 9.30?”

3.2 Response to proposals for the library stock fund

Respondents were asked to think about how we should spend our stock fund and indicate whether we should spend less, more or the same in the future on each of the broad categories of stock.
Q10: In future, how should we spend our stock fund?

The chart below summarises the responses received

<table>
<thead>
<tr>
<th>Stock Category</th>
<th>Spend less</th>
<th>Spend the same</th>
<th>Spend more</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult stock</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio visual (e.g. DVDs, CDs)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Childrens stock</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eBooks, eAudio books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hardcopy newspapers and magazines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Studies resources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online reference resources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other stock</td>
<td></td>
<td></td>
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</table>

Number of responses = 1167

Respondents indicated that in the future we should look to maintain as a proportion of our overall stock fund the amount we spend on adult stock; children’s stock; local studies resources and online reference resources and look to spend less on hardcopy newspapers and magazines and audio visual materials.

The position on eBooks and eAudio books is less clear-cut with marginally more support for spending less (487 responses) compared with spending the same (446 responses).

Respondents were then asked to think about what category of stock they most valued

Q11: What stock do you most value? (1 being the most valued and 8 being the least valued)
The chart below summarises the responses received

![Bar chart showing the value of different types of stock]

**What stock do you most value?**

- Adult stock
- Audio visual (e.g. DVDs, CDs)
- Children's stock
- eBooks, eAudio books
- Hardcopy newspapers and magazines
- Local Studies resources
- Online reference resources
- Other stock

The score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.

Number of responses = 1175

Adult and Children’s stock is valued the most with all the remaining categories of stock broadly valued equally.

374 comments were received

General comments included:

- “Cutting the stock fund is a terrible idea - the most popular books in libraries are the newest releases and the library needs to be able to provide enough of these to cope with high demand. Access to expensive resources such as online databases and audio books provide people in the community with services they would be unable to get elsewhere”
- “I would like to see a pro rata decrease across the board, apart from Local Studies which I suggest remains at its current level - it is a valuable resource but only gets 1% anyway”
- “Promote the donation of stock more”
- “Lower quality criteria for books taken out of stock and sold off - especially in children’s fiction, where there’s a good demand for classics and less worry about needing to keep up with trends.”
- “A lot of ebooks; eAudio, DVD and CD material is available free of charge on the internet and should not be strongly supported. Reading material should still be the main part of a library”
- “If cuts have to be made then my preference would be in the budget for DVDs and CDs, as internet services are making film and music much cheaper to download, and printed resources should be the priority. Many people can access the former while the latter are less accessible to those on limited budgets.”
- “Information and education are the key roles of a library so magazines (which though apparently popular are mainly a vehicle for commercial advertising) and DVDs should be the first to be sacrificed in favour of books and reference sources, in times of hardship”
Comments about Adult stock included:

- “The adult, teenage and children’s books should be high priority”
- “When a new book (adult fiction) comes out, perhaps buy fewer copies because after everyone has read it the first time when it’s new, all those copies just sit there as ‘dead stock’”
- “I believe it is important to have up to date adult and children’s stock”
- “Boost adult book stock by asking more widely for donations of good quality books”
- “Adult stock needs to be maintained”
- “Less adult fiction, but improve the non-fiction”
- “If you reduce spending on core stock for adults and children, then you will receive fewer visits from customers to your libraries. Once people stop going to libraries, they often don’t return”
- “The adult, teenage and children’s books should be high priority”
- “As adult books are available in many places and the library has already got a vast stock it seems sensible to spend less in this area. I would not like to see stock reduced for children or those unable to read or visit the library”

Comments about Children’s Stock included:

- “I have no children but still regard children’s stock and children’s library use as the most important for installing reading habits and (above all) for social inclusion
- Children’s books are expensive, please have more great books in for children to enjoy”
- “I think children’s books are the most important as they are the future users of the library and need to be kept keen and interested”
- “It’s essential to maintain children’s stock. We must encourage children to read.” “Literacy is vital, and we need to instil a habit of library use from an early age”
- “Given the vital importance of encouraging children and teenagers to read, it’s essential this service is protected from further cuts. It is not simply a question of stock”
- “Please do not reduce stock for children as it is so important for them to read and have a wide range to choose from”

Comments about Local Studies stock included:

- “It is essential that the Local Studies stock should be kept up to date, to preserve the value of the Cambridgeshire Collection”
- “The local studies part is very important to keep, but could it be worked with Museum of Cambridge”
- “Local studies is really important because it will be unique to each area”
- “I value Local Studies most, as this is a unique resource. duplicated nowhere else, and including a variety of forms - books, journals and magazines, ephemera, photographs and other images and other original documents”

Comments about Newspapers and Magazines included:
• “Reduce hardcopies of those newspapers that are available free online e.g. Guardian, Independent, Daily Mail but retain those which are not available free online e.g. Daily Telegraph”
• “The newspapers and magazines are important, but the selection could be cut down”
• “Make paid access for newspapers usable under your library account and possibly get more coverage this way and reduce hardcopy as so many people use electronic devices”
• “There is no need for libraries to buy newspapers and magazines. Gone are the days when the library was needed for newspapers as a lot of the population could not afford to buy them”
• “NEWSPAPERS AND MAGAZINES ARE A LUXURY - IF BUDGETS ARE TIGHT PERHAPS THEY COULD BE AXED”
• “I feel that newspapers and magazines need not be available at the library - these are on line and not expensive for others to buy themselves”
• “Newspapers and magazines are fairly cheap and accessible so no need for libraries to spend money on them”
• “Buying hardcopy newspapers and magazines isn’t a good use of money. The library could take donations of magazines (if it doesn’t already), and perhaps work in partnership with a supermarket or local newsagent to secure a donation of daily newspapers”
• “As newspapers can be online there is no reason to have paper copies as libraries are full of computers these days. This would save the cost of storage too, plus more people could read at the same time - it is quite annoying if you want just to look something up to find the same people reading it from cover to cover over hours”
• “With the computers and iPads available in all the libraries, I wouldn’t have thought having magazines/newspapers would be that relevant anymore”

Comments about Audio Visual stock (e.g. DVDs and CDs) included:

• “DVDs and CDs are now becoming dated. Films and audio discs are easily available on the Internet and the need for them will surely diminish”
• “In this era of Netflix, I think money could be saved by buying fewer DVDs”
• “I think dvds are great for some but not an essential service”
• “I have recently started borrowing more DVDs. Have tried to tell me friends to do the same”
• “More should be spent on DVDs, eBooks, eAudio books - More computers should be available - More IT courses should be made available”
• “I would drop CDs from stock apart from in the children’s section”
• “Encourage more donations, esp CDs & DVDs. Could you have a list of items you’d like donations of, eg buy a best seller & donate after”
• “Your DVDs and CDs are often damaged so have stopped using them”

Comments about Online reference resources included:

• “I actually think libraries have a responsibility to actually increase the online reference resources budget. There is an ever increasing number of highly relevant, informative and important subscription based services online in particular with regard to learning”
• “I’m not sure why online reference sources cost so much, unless it’s subscriptions to academic periodicals. Many of these can be accessed through the university - is there an arrangement to share resources?”
• “More publicity and training for online reference sources, and electronic newspapers and magazines”
• “I cannot imagine what I would ever use the online references for and never have done so”.

Comments about eBooks and eAudio books included:

• “I also feel that audio books help those with disabilities (such as sight etc.) so that is also important to me”
• “ebooks and audio books are available from many online sources at no or low cost so library is duplicating this resource for a relatively small number of users. Poor cost benefit vs adult and children’s stock”
• “Audio material for blind or disabled people is very important”
• “I do however think that audio books should remain!”
• “I would not equate e-books with audio books. These should be separately listed. Audio books serve those with visual disabilities, and are very valuable. E-books are more of a niche market”
• “Audio books on Cd are particularly appreciated by those with impaired sight, the elderly or infirm”
• “More should be spent on DVDs, eBooks, eAudio books”
• “Please keep ebooks”

Q12: Please add any other comments about the proposals

Further comments on both the opening hours and stock proposals were received and these are summarised below

408 comments were received

Opening Hours

• “If you cut the budget for acquisitions this will inevitably lead to a decline in use! Reduced opening hours seems preferable”.
• “The proposed change in hours is manageable if cuts have to be made but I wouldn’t want to see further shortening of hours”
• “For those who work but without access to principal libraries (e.g. Central and those of Ely size) the only part of the library service now effectively usable is the online resources; hours and stock in the satellite libraries are already sufficiently cut that the service might as well not exist. Cut the central and principal libraries much further and they will go the same way”
• “I don't think central library needs all its valuable floor space - I'd rather it packed more tightly into 2 floors but good stock & opening hours, rent out some floor space.”
• “Better to reduce hours in the main larger libraries than cut back in smaller rural libraries which already have less opening times”
• “I think it most important to maintain the number of libraries more than the hours they are open so that when the good times come again they can be re-extended. Once closed, a library is unlikely to re-open so maintain the possibilities”
• “Where opening hours are reduced, it would be helpful, if possible, to preserve lunchtime opening, that being the most convenient time for most people to visit a library branch.”
• “If the 4 hours' cut can be met by somehow reducing the opening times at Huntingdon library during the period Monday to Saturday, then I would be pleased if you could keep the library open on Sundays. On Sundays there is very little news and comment on Radio 4 (BBC) and it is nice to be able to walk or drive to the library and enjoy the mental and spiritual enrichment provided by the books, newspapers, etc.”
• “Cutting access to library materials, whether by reducing opening hours or diminishing the range of titles stocked, is the wrong thing to do because a library helps people to develop. Savings should be found elsewhere.”
• “The changes to opening hours seem well and sensitively thought out, and I strongly support the protection of opening times at smaller branch libraries.”

Stock

• “I really value the library (Central) it would be a shame to see anything taken away from it. It concerns me that stock spend will be cut by 25%. The proposed change in hours is manageable if cuts have to be made but I wouldn't want to see further shortening of hours.”
• “Also good to invest in ebooks and online resources. Would be good to keep stocks of books maintained rather than cd and audio discs. Please keep up good community links especially in the villages. Please don't reduce stocks of new books. It's a fantastic service.”
• “When my children were young we used the Central library or Bar Hill a lot but recently there seems to be a lot fewer children's books in stock. This may be an incorrect impression, but if it's true I think that is a pity.”
• “Control needs to be assumed over the processing of stock. For instance, I have come across lending stock which are first editions and could be auctioned as they have some market value over the shelf price of the book. Also, have amnesties for overdue books to encourage the return of stock.”
• “While reductions in new acquisitions into stock are regrettable, that is preferable to reducing on-going services (such as on-line or in-library reference services)”
• “My biggest concern is that libraries will be fundamentally damaged by constant attrition of stock, staffing, opening hours etc.”
• “Stock seems already to have been much reduced, with startling gaps. Reducing the stock and service more would be a very bad step for the community.”
• “The adult book stock needs to be current and wide-ranging in order to attract readers. Many in Cambridge would probably be happy to pay some extra Council Tax in order to support the Library.”
• “I hope you will decide on level of cuts to the categories of stock by looking at overall % usage and specific needs (minority) e.g. larger print, audio books”
“With the proposed very large reduction in the new stock spend and the proposed shaving of hours open at several of the larger libraries will you be maintaining your legal responsibility to provide a quality library service?”

“Visually the library looks very BARE and empty with a limited selection of books”

Online Resources

“Too few people know about the online resources available. Spend more time informing people of all ages”

“Reference materials and access to online services are most important to me as a health professional who needs to be able to offer access to information to my patients. That info needs to be publically available to all.”

“I think the online library service is really quick. I use it a lot and greatly appreciate it.”

“I would suggest a yearly charge of £5 or £10 to people who wish to use library computers. This could be linked to their library number”

eBooks and eAudio

“new eAudio books seems great - just listening to my first download!”

“I hope you will decide on level of cuts to the categories of stock by looking at overall % usage and specific needs (minority) eg larger print, audio books”

Given the open nature of the final question, comments were received on a range of other aspects of the service and these can be grouped under various themes and are summarised below.

Staff

“Huntingdon library is fantastic, as are its staff. Hands off this vital community resource”

“I am greatly concerned about the future of the Cambridgeshire Collection and especially the threat to the professional Local Studies staff”

“St Neots library does get events for children and this encourages use. Staff are very good”

“Please do not try to save money by cutting back on books, staff and resources. - Instead start generating more income by charging for the use of books and resources”

“I'm really sad to see news of potential staffing cuts - a volunteer-led library staff is no substitute for professional training”

“Please support experienced staff as much as possible. They know their users”

“I hope the staff at Central realise how much they are valued by us”

“LIBRARY STAFF ARE ONE OF GREATEST ASSETS AND CAN HELP TO PROMOTE SERVICES WHICH CUSTOMERS MAY NOT BE AWARE OF - FOR EXAMPLE ONLINE SERVICES NEED TO BE PROMOTED IF BUDGETS FOR REFERENCE BOOKS ARE BEING CUT”
• “I am very happy to have the library closed on Sundays, as long as these proposals do not negatively affect the excellent and hardworking staff”
• “It should be noted that it’s not the stock of the library that’s important, it’s the staff. They are the font of local knowledge and any reductions in costs affecting staff would have a wider effect on the local community than any reduction in spend on materials.”
• “More recommendations from staff please (stickers, posters, whatever it takes).”
• “Have you looked closely at the Suffolk model where there have been no losses of professional staff - Reduction of professional staff is damaging to the library service and you have a duty under the 1964 to provide a comprehensive and efficient service”
• “I am particularly concerned about the reduction in professional staff. Libraries are not just about borrowing books. They are also about providing information, helping access material, maintaining & developing the service. Skilled staff promote efficiency and quality of service.”
• “I am very grateful we have such a good library at Ely, with good helpful staff”
• “The library staff do an excellent job in difficult conditions and they are already extremely stretched, particularly in single-staffed sites. Reductions in staffing are highly relevant to library users and local residents and should have been included in the survey”
• “I am concerned about possible loss of staff, as qualified librarians are essential to the service”
• “I am worried about the effects of cuts on staffing levels. Sufficient well trained librarians are essential to the proper running of a library”
• “Cutting staff seems likely to make the library resources even less accessible - retraining staff should be the way forward (e.g. many are brilliant, but recently I have been met twice at the main reception desk by someone who spoke down to the desk and failed to give eye contact)”

Volunteers

• “Volunteers and Friends’ Groups have their place and can be valuable, but cannot replace paid staff or be a route to de-professionalising the library service. That way lies, at best, a postcode lottery, where only areas with affluent retirees have a library worth the name”
• “Having support from volunteers is very valuable but service levels drop when they are used as a replacement for staff”
• “Somersham library is amazing! Despite the small stock we always go there because of the volunteers. During the summer reading challenge the attention and time they gave the children was exceptional, something that volunteers with passion and dedication would do”
• “Perhaps a drive to recruit volunteers could solve some funding problems or that Somersham could be a good model for other small libraries?”
• “I believe that volunteering is the way forward for most libraries, and that the skillsets of librarians has altered so much over recent years that the job can be accomplished by unpaid helpers with effective training.”
“I’m really sad to see news of potential staffing cuts - a volunteer-led library staff is no substitute for professional training”
“Using free labour from volunteers is no way to run a statutory service and no substitute for professional staff”.
“Actively encourage more volunteers, may be sixth formers?”
“I’m particularly concerned by the increasing moves to replace trained, qualified and experienced library staff with volunteers. However committed they may be they cannot replace the expertise of professional librarians”
“The library should not be run by volunteers. All staff should be paid”
“Volunteers & Library Friends' cannot be relied upon as a source of labour. People retire later in life, are carers more often now as well as being targeted by every other organisation in this so called ‘Big Society’ - The volunteers need support & supervision by paid professional staff.”
“I think the Library service ultimately needs to be volunteer-led with services focused on the larger town libraries in Cambridge, Huntingdon, etc”.
“I think you should be able to use volunteers to keep the same existing opening hours as for example check in and out is all automated now”
“I believe volunteering, libraries and community ownership should be extended considerably as a cost saving measure”
“Use more volunteers to help staff the library”
“Greater use of volunteers in libraries. Publicise the need for volunteers and explore more opportunities for volunteers to become involved in a wider range of activities”
“Your volunteer advertising is not good enough. I volunteered by walking into the library and told the staff I am experienced in what I do. There may however be other areas in which I could volunteer if I knew about them”
“Volunteering is good but too much reliance on volunteers will degrade the library service from its statutory duty as a public education and information service”
“Volunteers however reliable cannot replace professional expertise. You wouldn't ask a non-French speaking volunteer to teach you French - you shouldn't ask a volunteer to run an information service”
“You shouldn't be relying on volunteers to run what is an essential public service”
“It is very important to keep the Cambridgeshire Collection staffed by qualified personnel. This is a world famous resource which is very important to the history of Cambridge and Cambridgeshire, it is not a resource which can be staffed by volunteers or unqualified staff”
“Relying on volunteers is all well and good, but I fear that long term generational shifts may make this impractical and take away valuable early career and training opportunities for those seeking a career in librarianship”.

Donations

“ I think raising greater understanding of the need for voluntary donations is crucial”
• “I didn't realise you accepted donations of books. This should be promoted more”
• “All good proposals. I think the donation aspect should be better advertised. If I had known about it I would have donated the books I gave to other organisations”
• “Perhaps publicise more the fact that you welcome book donations”
• “Acceptance of donations of quality books and magazines should be more widely advertised as this could help save money, particularly on book purchases”
• “Donations of bestsellers sounds a great idea, as does perhaps a ‘Christmas present amnesty’ every year when people can donate books they were given, have enjoyed, but no longer need - often hardbacks”
• “Use nudge techniques to encourage donations per loan for example. I am unlikely just to part with cash otherwise”
• “I get to this page and see you already accept donations of good quality books. You need to advertise that a LOT more. I had no idea, and if I had you could have had about £500 worth of books from me in the past two years alone!”
• “I have previously donated some nearly-new books and the opportunity to do this could be publicised more. The library could even have a wish list for donations”.
• “Few people put any money in the boxes in the library (including me). This is almost certainly because we do not know how it is to be spent. More transparency needed. I should be prepared to give generously for example to local studies, but would regard such donations wasted if they went on some other things.”

Meeting Rooms

• “Advertise the meeting rooms, great to have in the centre of the city But no one knows about them”
• “Do you advertise the meeting room how much is it and when is it available?”
• “The meetings rooms are great and good value. Something that could be affected by changing opening hours”
• “I think the meeting rooms for hire is a real asset to the Cambridgeshire Libraries. Maybe a little more could be spent promoting this”
• “How can the Ely library meeting room be hired if the library is closed in the evening?”

Café

• “There used to be a Library Cafe in Huntingdon Library which was very nice, but BADLY advertised. It ended up closed. - Cambridge library should advertise their cafe more too so that this does not happen. - Advertising is really the key, I have noticed that the libraries really don't advertise outside of the library buildings. - If you're not an avid library used then you won't know about meeting rooms or cafes. Bring the advertising OUTSIDE the library to get more people INSIDE”
“Dilemma: great to find cafe is not as busy as other cafes but could use be increased? Selection of sandwiches basic”

“I do like the cafe but it is on the third floor and is not well signposted. I became aware of it via a friend who works for the library, otherwise I would never have known”

“I would be happy to see groups at libraries where a modest fee (e.g. 50p per child) was charged. - I think you should promote your cafe more…”

“Can you advertise the cafe outside on the grand arcade e.g. meal deals? The cafe is lovely but is out of sight, out of mind. I forget it’s there”

“The cafe is a delight and very good value for money; it is a shame it is located so far from the main entrance, although I do understand that being close to the toilets is essential.”

“I really value the Central Library as a resource for both learning and pleasure. The Cafe really enhances my visits to the library”

There is no need for a cafe at Central library. Far too many eating places in Cambridge anyway. Makes one wonder if the cafe at the library makes a profit?”

“Add café facilities to other libraries.”

“The café should be much better publicised, and should have security of tenure so that the staff are permanent, and "invest" in the service to make money.”

“Perhaps closing the "cafe" at the Cambridge Central Library should be considered … unsure why the Library Service should provide "cafe" facilities in a location where a range of private enterprise provision exists.”

“Bring the cafe back to Huntingdon, everyone misses it!”

“It is a great pity that the Cafe in Huntingdon Library closed, In my opinion it was the best cafe in the town.”

“Could the cafe please cater for vegans?”

Income Generation

“Consider other income generating activities, such as selling fun literacy courses to schools, adult education, etc. (e.g. Windsor & Maidenhead libraries).”

“Please do not try to save money by cutting back on books, staff and resources. - Instead start generating more income by charging for the use of books and resources. - Start with a small charge for books 5p for children and 10p for adults books”

“I do hire the libraries for local child minding events- it would be good to run even more sessions!”

“Introduce a cafe area on the ground floor of the central library so people buy a drink as they browse increasing income.”

“There should be a small charge for the use of the computers”

“I would suggest a yearly charge of £5 or £10 to people who wish to use library computers. This could be linked to their library number”

“The benefit of the Cambridgeshire collection for family history, local societies, and worldwide potential users is not exploited. I developed a national costing model for NHS libraries, all staff time should be costed for
service development as a major income stream so impact can continue, rather than cutting this year, and then having to cut again next.,”

- “More income could be generated by charging for computer use. Give the customers 2 FREE hours then if they want any more they have to pay like they do in Bedford and Norfolk. This would be better than bringing in reservation fees for books”
- “Having rooms for hire is a good way of raising more income to support the libraries”
- “Not sure about the cost benefit of this but you might consider online based direct selling of old stock over a link in the periodic emails. - I regularly buy ex-library stock through middlemen on Ebay/Amazon. Cutting out those middlemen should make you more money.”

4. SUMMARY AND NEXT STEPS

4.1 Opening Hours

In summary there was majority support for our proposals on changes to opening hours at Cambridge Central, Ely, Huntingdon and St Ives although there was a significant minority opposed to ending Sunday opening at Huntingdon, Ely and St Ives.

Based on the responses to the consultation, careful analysis of the usage of the library across the week and considering the wider impact on partners delivering services from these libraries, we will make the following changes.

Cambridge Central

The opening hours will change from 25 April as follows:

<table>
<thead>
<tr>
<th>Current Opening Hours</th>
<th>New Opening Hours (from Monday 25th April)</th>
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<tbody>
<tr>
<td>Monday: 9.00-6.00</td>
<td>Monday: 9.30-6.00</td>
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<td>Tuesday: 9.00-6.00</td>
<td>Tuesday: 9.30-6.00</td>
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<td>Wednesday: 9.00-7.00</td>
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<td>Sunday: 12.00 4.00</td>
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Ely

The opening hours will change from 25 April as follows:

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<tr>
<td>Saturday: 10.00-4.00</td>
<td>Saturday: 10.00-4.00</td>
</tr>
<tr>
<td>Sunday: 12:00-4.00</td>
<td><strong>Sunday: Closed</strong></td>
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St Ives

The opening hours will change, but the Council is working on an alternative solution to offer extended opening hours at this library. Please wait for further information. The proposed times are as follows:

<table>
<thead>
<tr>
<th>Current Opening Hours</th>
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<td>Saturday: 9.30-4.00</td>
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<tr>
<td>Sunday: 12:00-4.00</td>
<td><strong>Sunday: 12.00 – 4.00</strong></td>
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*Hours to be confirmed

We didn’t offer any proposals for March, St Neots and Wisbech but rather invited respondents to suggest a weekday morning or afternoon slot when the library should close.

Based on the responses to the consultation; our analysis of the usage of the library across the week and to minimise the impact on partners delivering services from these libraries, we will make the following changes.
March

The opening hours will change from 25 April as follows:

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<td>Wednesday: 1.30-7.00</td>
</tr>
<tr>
<td>Thursday: 9.30-7.00</td>
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<td>Friday: 9.30-5.00</td>
<td>Friday: 9.30-5.00</td>
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<tr>
<td>Saturday: 9:30-4.00</td>
<td>Saturday: 9:30-4.00</td>
</tr>
<tr>
<td>Sunday: Closed</td>
<td>Sunday: Closed</td>
</tr>
</tbody>
</table>

St Neots

The opening hours will change from 25 April as follows:

<table>
<thead>
<tr>
<th>Current Opening Hours</th>
<th>New Opening Hours (from Monday 25th April)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday: 9.30-5.00</td>
<td>Monday: 9.30-1.00</td>
</tr>
<tr>
<td>Tuesday: 9.30-7.00</td>
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The opening hours at all other libraries remain unaffected.
4.2 Stock

Respondents valued Adult books and Children’s books the most. With the exception of Audio Visual material (DVDs and CDs) respondents suggested that expenditure on all other categories of stock should remain the same. Given that we do need to reduce the overall expenditure on new stock we will look to make proportionate reductions in spending across all categories of stock in 2016/17.

With regard to hard copy newspapers, where the response was to reduce expenditure, we will start discussions to explore options for some newspapers to be paid for or donated by the local community, and welcome discussions locally to retain this resource where it is most required.

The loaning of audio visual material generates an important income stream for libraries, so we will continue to provide the service, and monitor its performance accordingly.

4.3 Other Comments

We received many useful comments about other aspects of the Library Service such as ideas and suggestions on how to generate additional income and how to better promote the services we offer. We will consider these ideas and suggestions in due course and would like to thank everyone who took the time to contribute to the consultation.

For further detail contact

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Email: jon.anderson@cambridgeshire.gov.uk